



MARCH 2014

Prevention

COUNTY OF LOS ANGELES

Ensuring a Fair Marketplace for All Angelenos

A Profile of the Department of Consumer Affairs

There are investment-related scams, internet scams, scams targeting senior citizens, identity theft, and telemarketing fraud, as well as many other scams. You name it, they've handled it and with a positive outcome to the consumer. That's the Los Angeles County Department of Consumer Affairs (DCA), which is headquartered in the basement of the Kenneth Hahn Hall of Administration in downtown Los Angeles.

"Never a dull moment," says Brian J. Stiger, Director, in describing the DCA. "There are new scams everyday and we are coming up with new ways to help consumers."

Since 1976, the DCA has handled all types of consumer complaints and issues. It is the one-stop shop for consumer-related concerns in the County of Los Angeles. It has 11 branch offices that serve the public in a variety of capacities with 70 employees and a support team of 50 volunteers and interns.

With the public as its primary customer, a variety of communication tools are utilized to educate and inform the public of changes and updates to consumer protection laws. The DCA has a Facebook page, a Twitter account, and boasts of being one of the first County departments whose new responsive website automatically configures to each mobile device such as a smart phone or tablet. Consumers can also subscribe to email notification, read the monthly advisory in the *County DIGEST*, or attend the more than 200 community presentations given by the Consumer Education and Public Outreach Unit.

To inform staff of the latest consumer news and trends and to stay in touch with his team, Stiger holds regular staff meetings,

weekly training sessions, and on a quarterly basis brings the entire department together for a meeting. "We're a data-driven organization," says Stiger, "because meaningful data helps us prioritize our work and position resources where they are needed most."



"One of the many challenges we face, aside from fiscal and resource constraints, is that many of our consumers do not realize that we should be their first point of contact when a consumer issue arises," Stiger says. There are several contributing factors as to why the DCA is not the first point of contact, including but not limited to, a previous negative experience with local government and fear of retaliation. It is therefore necessary for the DCA to communicate with a clear and non-threatening message.

Educating the public on consumer issues before they become victims is essential because consumer protection is typically re-active and investigations can be costly. To continue to provide a fair marketplace for all Angelenos, the DCA is becoming more pro-active through consumer education and outreach presentations, expanded use of media, market research, use of social media, and influencing public policy.

Lastly, the Mediation Program, staffed by certificated mediators, has been highly successful. Of the mediations handled by the program, 75% end with a mutually accepted resolution where both sides walk away feeling their voice was heard.

For more information, visit <http://dca.lacounty.gov>.

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CALENDAR OF EVENTS

Natural History Museum
(213) 763-DINO
www.nhm.org

Ongoing – Becoming Los Angeles
Through April 13 – Traveling the Silk Road
Through August 3 – Just Add Water

Los Angeles County Museum of Art
(323) 857-6010
www.lacma.org

March 29 through December 7 – The Painted City: Art from Teotihuacan
March 30 through June 29 – Helen Pashgian: Light Invisible
Through April 20 – David Hockney: The Jugglers
Through June 6 – Kaz Oshiro: Chasing Ghosts at Charles White Elementary School Gallery
Through June 22 – Agnes Varda in Californialand
Through July 13 – Visions of the South
Through July 20 – Futbol: The Beautiful Game
Through July 27 – Calder and Abstraction: From Avant-Garde to Iconic

Center Theatre Group
(213) 628-2772
www.centertheatregroup.org

- Ahmanson Theatre
Through April 13 – Harmony
- Kirk Douglas Theatre
May 4 through June 1 – Different Words
- Mark Taper Forum
April 12 through May 25 – The Tallest Tree in the Forest

Dorothy Chandler Pavilion
April 11 through April 13 – Paul Taylor Dance Company

Walt Disney Concert Hall
March 25 – Liza Minnelli
April 5 – Rhye
April 26 – Cheyenne Jackson: Music of the Mad Men Era

Grand Park
www.grandparkla.org

March 29 – Downtown Bookfest

Visit <http://hr.lacounty.gov> for
information on employment
opportunities with the
County of Los Angeles



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First District

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D | H | R

Lisa M. Garrett
Director of Personnel

Carla D. Williams
Senior
Human Resources
Manager

John S. Mina
Editor-in-Chief



County DIGEST Editorial Office
Department of Human Resources
500 West Temple Street, Suite 555
Los Angeles, CA 90012
(213) 893-7810

CountyDIGEST@hr.lacounty.gov

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Check out the DIGEST at

<http://dhrdcap.co.la.ca.us/jic/digest/>



by Mark Richman, M.D., M.P.H.
Physician Specialist, Emergency Medicine
Olive View-UCLA Medical Center

Poison Awareness and Prevention

If you suspect poisoning, call Poison Control at (800) 411-8080.

Common Poisons

Household Items

- Aftershave
- Alcohol
- Antifreeze
- Artificial nail removers
- Carbon monoxide
- Cosmetics
- Detergents
- Drain cleaners
- Insecticides/pesticides
- Miniature (button) batteries
- Mothballs
- Mouthwash (alcohol)
- Oils (e.g., gasoline)
- Paint
- Paint thinner
- Perfume
- Polish
- Rat/mouse poison
- Tobacco products
- Toilet cleaners
- Toiletries
- Windshield fluid

Plants

- Fruit pits/seeds (cyanide)
- Holly
- Mistletoe
- Oleander
- Wild mushrooms
- Yew

Preventive Measures

- Do not rely on child-resistant packaging.
- Never tell children medicine tastes like candy.
- Do not prepare or give medication in the dark.
- Lock poisonous items in a high cabinet, never unattended around children.
- Keep items in their original containers (so you know what's in the container).
- If you have an older home or furnishings or toys, test paint for lead. Call (800) 424-LEAD (5323).
- Install smoke and carbon monoxide detectors.
- Shut doors (and install doorknob covers) anywhere a child should not enter.

POISON

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Register for Free* Nixle Text and Email Alerts from Your Local Sheriff and Police

To receive alert and advisory texts only, text your zip code to 888777

The Los Angeles County Sheriff's Department (LASD) and over 90% of Los Angeles area municipal police agencies use the Nixle one-way messaging system to text and email the public with emergency and routine messages. In addition to LASD Headquarters, each Sheriff's station also has their own geographically-specific messages. These messages are FREE* for law enforcement and firefighters to send messages and FREE* for the public to receive them.

The messages range from important Alerts and Advisories such as traffic alerts or brush fires, to wanted or missing persons, to more routine messages of public interest such as public events, protecting yourself from cybercrime, and significant arrests.

To register for Nixle urgent and routine messages from your local sheriff's or police station (and an increasing number of fire departments), go to <http://www.Nixle.com> and register one or more email addresses and/or cell phone numbers. You can enter a zip code, or look up a police or fire agency to see which agencies in the area are using the Nixle service anywhere in the nation. Once registered, you can personalize your locations and your preferences. Or, to receive important **ALERT & ADVISORY TEXTS ONLY**, text your zip code to 888777.

***Standard text messaging rates may apply depending on your calling plan.**

To receive detailed, up-to-date information via email and/or text directly from the Sheriff's Department, sign up for "Nixle" alerts at <http://www.Nixle.com> and register for "LASD – Headquarters Newsroom (SHB), Los Angeles County Sheriff" AND your local LASD or police station. Messages from local sheriff, police, and firefighters are available throughout the U.S. Be sure to register for updates near home, work, children's schools, and other family members to stay informed.

John L. Scott Appointed to Sheriff



Sheriff John L. Scott began his career graduating from the Los Angeles County Sheriff's Academy in 1969. During his patrol time at Lakewood Station, Sheriff Scott was involved in the "Lady Deputy in Patrol" program where the first-ever female deputies were trained to work in the field.

Sheriff Scott promoted to Sergeant in 1974 and was assigned to the Firestone Station where he worked as a Field Sergeant, Training Sergeant, and Detective Sergeant. Sheriff Scott transferred to the Special Enforcement Bureau in 1977, where he was a Team Leader and Training Sergeant. In 1982, he was placed on-loan to the Emergency Operations Bureau where he worked the "Integrated Planning Group" for the 1984 Olympics.

In 1984, Sheriff Scott was promoted to Lieutenant and transferred to Men's Central Jail where he worked as a Watch Commander and Training Lieutenant. As a Lieutenant, he went on to work at the Carson Station as a Watch Commander, Training Lieutenant, and Operations

Lieutenant; Region II Headquarters as a Chief of Staff; LA County Director of Emergency Management during the Northridge Earthquake; Employee Relations; followed by Aide to The Office of the Assistant Sheriff.

Sheriff Scott was promoted to Captain in 1995 and was assigned to the Carson Station as the Unit Commander. In 2001, he was promoted to Commander and transferred to North Custody and then to South Custody. In 2002, he was promoted to Chief and remained in Custody Operations until his retirement in March 2005.

Sheriff Scott served as the Undersheriff of Orange County from 2008 until his appointment as the Sheriff of Los Angeles County on January 30, 2014. Sheriff Scott's appointment by the Board of Supervisors will remain in place until December 2014, when the newly-elected Sheriff will assume office.

Sheriff Scott holds a Bachelor's Degree in Management and a Master's Degree in Public Communications. He is married to Alice, a retired Captain from the Los Angeles County Sheriff's Department and has four adult children, Benjamin, Wesley, John, and Michael. In his leisure time, Sheriff Scott enjoys skiing, traveling and reading.

DHR's Dispute Resolution Mediation Program and the Countywide Risk Management Roundtable

The subcommittee on Training and Communications of the Legal Exposure Reduction Committee (LERC) has recently recognized the Department of Human Resources (DHR) Dispute Resolution Mediation Program's *Countywide Risk Management Roundtable* (CRMR) as a "Best Practice" in cutting costs and liability for the County. This special recognition will be included in a video library to be developed by LERC.

The County's 2012 Strategic Plan shows that reducing litigation expenses and claim frequency related to employment practices liability is a priority focus, according to a report from the Chief Executive Office (CEO).

Dispute Resolution Mediation Program offers professional mediation services that involve complaints alleging violations of the County Policy of Equity. According to Epifanio Peinado, Assistant Director, DHR, "Electing mediation not only saves departments the costs of potential

litigation, but it has also been proven to improve the affected employees productivity and morale in the workplace."

County records show that in 2013, cases that were not mediated ended up in litigation costing the County significant legal fees and monetary payments.

The concept of the CRMR came after some departments declined mediation on certain cases that posed a "high risk" to the County. As explained by Peinado, "High-risk cases are those that pose significant liability exposure and require a comprehensive risk management strategy to resolve matters at the earliest possible stage."

In an effort to provide departments with high quality advice and customer service, experts from the CEO's Risk Management Branch and the Office of County Counsel's

The World Visits Los Angeles County Probation Department

For decades, the Probation Department has hosted numerous tours of the various facilities and programs that are utilized to carry out a demanding objective—"rebuilding lives." It has welcomed probation officers, police officers, judges, lawyers, and juvenile advocacy groups from all over the world, including Australia, Canada, China, and England to visit the juvenile and adult facilities and services provided by dedicated and motivated people.

In February, two architects from Japan's Ministry of Justice and two representatives from the Los Angeles Office of the Consulate General of Japan visited selected juvenile detention facilities in hopes to glean information about its architectural layouts, as well as to learn about the juvenile services provided. The delegation, comprised of two Ministry architects, two consular representatives, and a translator, toured Barry J. Nidorf Juvenile Hall in Sylmar and Camps Joseph Scott and Kenyon Scudder in Santa Clarita. Hisashi Ishizuna and Keiko Niida, federal architects from the Facilities Division within Japan's Ministry of Justice, were escorted by probation officers throughout the facilities. Each tour included visiting the sleeping quarters, restroom/showers, the day rooms, classrooms, cafeteria, and the special housing units.

The architects took copious notes and photographs of the facilities and asked questions about the security surveillance and safety. With the aid of an interpreter, Ishizuna explained that the Japanese government is in the planning phase of building a new, state-of-the-art juvenile detention facility. He and Niida were commissioned by their government to travel to the United States to research how this nation's largest probation department operates its juvenile facilities.

"My first impression was that this organization is huge, and how do you work with that many juveniles," Ishizuna explained. "Our probation officers aren't directly involved with the running of the juvenile halls. I observed when meeting with your officers, that they are very passionate about their jobs and working with the children. It was a great opportunity to see the difference in the types of institutions. I feel very lucky."

After their two-day tour of the hall and camps, the delegation met with Chief Probation Officer Jerry Powers, Assistant Chiefs Margarita Perez and Don Meyer, and Deputy Chief Reaver Bingham at Downey Headquarters. Chief Powers welcomed the architects and offered them his friendship and partnership. Ishizuna explained his overall observation of the tours with Chief Powers and found the experience to be very informative.



Architects from Japan's Ministry of Justice, as well as the Consulate General of Japan, visited the Probation Department last month to glean ideas for a new juvenile probation program and facility being built in Japan.

"From what I see, there is a deep relationship between the [juvenile probation] program and the facility," Ishizuna surmised. "The facility seems to have a purpose for more than incarceration."

Chief Powers and his top officials discussed how Los Angeles is also embarking on the construction of a new, state-of-the-art juvenile facility on the current site of Camp Vernon Kilpatrick.

"A cottage-style facility is a more effective housing plan that works well with treatment," Chief Powers said. "We're excited about what this means for the Department and the minors who will be there."

DISPUTE RESOLUTION

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Labor and Employment Division have joined DHR's Dispute Resolution Mediation Program to participate in the CRMR process. According to Peinado, "We knew that every high-risk case would undoubtedly benefit from this highly-skilled collective review and assessment."

Departments with a history of significant monetary payouts in litigation that are now using the CRMR have come to value the collaborative components and recommendations of that process.

As reported by Cecile Ochoa, Section Head, Dispute Resolution Mediation Program, DHR, "In the last fiscal

DISPUTE RESOLUTION

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Nutrition: Family Mealtimes

Children who eat with their parents or adult caregivers tend to eat healthier. They eat more vegetables, fruits, and milk, and less sugary drinks and fried foods.

When planning family meals, here are a few tips to keep in mind:

Balance Calories

- Avoid serving oversized portions.

Foods to Increase

- Make half of the plate vegetables and fruits.
- Make at least half of the grains whole grains.
- Switch to fat-free or low-fat (1%) milk.

Foods to Reduce

- Compare sodium in foods like soup and bread—and choose foods with lower numbers.
- Drink water instead of sugary drinks.

The most important work you do today might actually take place tonight, around your family dinner table.

Make tonight's dinner a family meal, and have the kids help with this recipe.

TORTILLA PIZZA

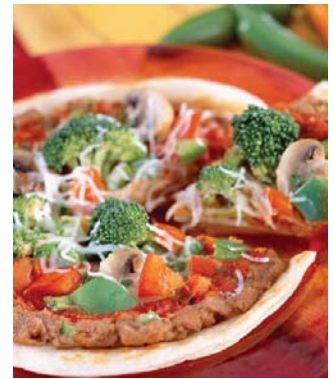
Ingredients:

12 small corn or flour tortillas
vegetable oil or margarine
1 (16-ounce) can refried beans
¼ cup chopped onion
2 ounces fresh or canned green chili peppers, diced
6 tablespoons red taco sauce
3 cups chopped vegetables, such as broccoli, mushrooms, spinach, and red bell pepper
½ cup (2 ounces) shredded part-skim mozzarella cheese

½ cup chopped fresh cilantro (optional)

Preparation time: 15 minutes

1. Brush one side of each of two tortillas with water. Press the wet sides of the tortillas together to form a thick crust for the pizza.
2. Brush the outside of the tortillas with a small amount of oil or margarine. Evenly brown both sides in a heated skillet. Repeat with the rest of the tortillas. Set aside.
3. Heat refried beans, onion, and half of the chili peppers together in a medium saucepan over medium heat, stirring occasionally. Remove from heat.
4. Spread about one-third cup of the bean mixture on each tortilla pizza. Sprinkle with one tablespoon taco sauce, top with a cup of the chopped vegetables, one teaspoon chili peppers, and one tablespoon cheese for each pizza.
5. Return to frying pan and heat until cheese melts. Top with cilantro, if desired. Serve immediately.



Cook time: 10 to 15 minutes

Makes 6 servings. 1 pizza per serving.

Nutrition information per serving:

Calories 235, Carbohydrate 39 g, Dietary Fiber 8 g, Protein 11 g, Total Fat 5 g, Saturated Fat 2 g, Trans Fat 0 g, Cholesterol 11 mg, Sodium 402 mg

Visit www.publichealth.lacounty.gov/nut and click on "Nutrition Education" for more nutrition tips and recipes.

Tsunami Awareness and Preparedness

Los Angeles County is not immune to the devastating impacts of a tsunami. In fact, nine long distance tsunamis have reached the L.A. County coastline areas and caused damage to piers and boats.

A tsunami is a series of extremely long ocean waves generated by earthquakes, volcanic eruptions, or a massive undersea landslide that displaces a large mass of water. A tsunami cannot be prevented, but the impact can be mitigated through community preparedness, timely warnings, and effective response.

Whether you live in a tsunami inundation zone area and/or are visiting the beaches and harbor areas, you must be able

to recognize the signs of an impending tsunami. The following are some helpful tips:

- If you are near the coastline, an earthquake may be your only warning of an approaching tsunami.
- If you are at the beach and you notice the water has pulled back or run out, creating a vast expanse of exposed beach, this is a warning that a tsunami may be imminent.

TSUNAMI

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Battalion Chief Veronie Steele-Small

Celebrating Women's History



When it came time for Recruit #38 in the 78th Recruit Class to demonstrate her ability to put up a 150-pound, 24-foot wooden ladder against the side of the training tower at headquarters, a small crowd gathered on the grinder. Everyone was wondering whether or not this petite-framed firefighter trainee weighing just 105 pounds could do it. So when she threw

it up against the tower without a struggle, more than a few were surprised.

"At first I was nervous," says Battalion Chief Veronie Steele-Small. "The physical part was never my concern. It was just that everyone was watching me. After that, I wondered why more women are not in this job."

After 25 years as a firefighter for the Los Angeles County Fire Department, Steele-Small has joined its management ranks with her recent promotion to Battalion Chief. She is the first African-American female Battalion Chief in the Department's history, but this was not the only "first" for her. In 2000, when promoted to the rank of Fire Captain, she also became the first African-American woman to achieve that position within the Department.

Another "first" is her new assignment on the C shift in Battalion 16's headquarters at Fire Station 154. As she settles into her new duties, Steele-Small is still disappointed that more women have not embraced the fire service as a career. While serving as a chief officer will certainly take her in new directions, she remembers those who encouraged her to join the profession and take those first steps.

"Back then, I had a challenge to prove to myself that I could do this job. Everyone looked at me and thought, 'She's too little to do the job and won't want to have her fingernails broken,' but I have always been athletic and like working outside," says Steele-Small. "I was planning to become a physical therapist, but paramedicine was interesting to me. When I realized that I couldn't just join a fire department and become a paramedic, I challenged myself in all aspects of firefighting."

In high school and college, Steele-Small ran track and set school records, and became an amateur athlete with the Junior

Olympics. A gymnast as well, she developed into a strong young woman with only 13 percent body fat. Disciplined and trained, Steele-Small's sheer drive and determination helped springboard her career into the fire service.

Steele-Small has served the public from nine fire stations, including 20 years as a paramedic, and retains numerous certifications. She has worked in virtually every area of operations, including Urban Search and Rescue, Emergency Medical Services, Hazardous Materials, and wildland firefighting. In 1997, she earned a Bachelor of Science degree in Business and Management from California State University, Redlands.

When she joined the Department in 1988, she became the seventh woman to be hired, following in the boot steps of Cindy Barbee Fralick, the first woman hired, and five others.

"I always remember the six women who came before me, including Debbie Lawrence, who was the first woman in our organization to be promoted to battalion chief," she recalls. "Now, we have more women on the job, and I'm one of two female battalion chiefs. Even with this progress, it's still in a non-traditional job for women."

For years, Steele-Small has helped the Department to recruit both women and men to the job, supervising a team of over 20 firefighters of all ranks to assist. She fondly remembers meeting Rosemary Roberts McCloud, a career firefighter promoted to the rank of Fire Chief of the East Point, Georgia Fire Department and the first African-American female Fire Chief in America.

"That moment was so inspirational to me. It made me realize that I made it," she says. "I know that I am a role model for women and women of color, and I plan to do even more to inspire other women of all backgrounds to consider this career."

POISON

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Keep these numbers available:

- Poison Control (800) 411-8080
- Doctor
- Your work and cell phone
- Neighbor/nearby relative



year, DHR conducted seven ‘Roundtables’ on high-risk cases. Three of the cases were settled and based on legal estimates, the County’s cost avoidance in preparing these three cases for trial was over \$350,000.”

Why should departments elect mediation? According to Wanda Hazel, Administrator, Civil Service and Mediation Division, DHR, using the alternative dispute resolution tool has proven its cost-saving value time and again and should be the “preferred option” for resolving County Policy of Equity complaints. Hazel points out that an increasing number of large employers like the U.S. Postal Service and many progressive private organizations have incorporated mediation as part of their effort to reduce costs and liability.

In simple terms, DHR’s Dispute Resolution Mediation Program can do the following:

- Provide early settlement of County Policy of Equity complaints
- Minimize the costs of litigation for high-risk cases
- Reduce the costs of managing work-related conflict
- Improve morale and productivity
- Reduce conflict-related absenteeism
- Provide an opportunity to conduct interactive discussions
- Offer referrals to the CRMR

Any questions about the *Countywide Risk Management Roundtable* or DHR’s Dispute Resolution Mediation Process can be directed to Cecile Ochoa, at (213) 202-5829 or cochoa@hr.lacounty.gov.

PET-POISONING PREVENTION



In keeping with *National Poison Prevention Week*,

County of Los Angeles Animal Care and Control would like to remind Pet-owners just how vulnerable our furry-friends can be.

4 tips to keep your pet safe:

- 1. Keep all medications out of reach.**
- 2. Watch what they eat;**
 - Never give your pet food that has gone bad
 - Grapes, raisins, and chocolate are all toxic to pets.
 - Avocados are toxic to birds
- 3. Car fluids such as anti-freeze and coolant should be kept out of reach.**
 - Ethylene-glycol, a component of anti-freeze, is infamous for being sweet to the taste, which further puts a pet in danger.
 - Clean up all spills and keep these items locked in a cabinet.
- 4. Pesticides and rat poisons should be placed out of your pet's domain.**
 - Remember that a rodent that dies from this poison if ingested by your pet, can pose the same level of toxicity.



Public Defender's Office Celebrates 100th Anniversary

The Law Office of the Los Angeles County Public Defender celebrates its 100th Anniversary since its establishment in 1914. The Office of the Public Defender was the first governmental criminal defense firm in the United States and today remains the largest.

In its extensive history, the Office has provided representation to countless indigent individuals who cannot afford to hire an attorney. The Public Defender's Office has provided leadership in pursuing unique solutions for its clients through the use of various specialized courts – including the Adult and Juvenile Drug Courts, Veteran's Court, Co-Occurring Disorders Court and Women's Reentry Court, as well as Public Defender initiatives – including the Public Integrity Assurance Section (PIAS), the DNA Unit, and the Public Defender Juvenile Division's Client Assessment Recommendation and Evaluation (CARE) Project.

The Los Angeles County Public Defender has always remained on the cutting edge of jurisprudence, establishing its office almost 50 years before the landmark Supreme Court case of *Gideon v. Wainwright* (1963) established the universal right to counsel in criminal cases for those who could not afford a private attorney.

"We are proud of the high-quality legal representation and service we provide to our clients and to the County of Los Angeles," remarked Ronald L. Brown, Public Defender.

The Los Angeles County Public Defender's Office is both the oldest and largest full service local governmental defender in the United States, with over 1,200 employees in 35 office locations throughout the County. The Office is widely recognized as an innovative, award winning national leader in defense advocacy on behalf of adults and children in the criminal and juvenile justice systems.



Accepting a commemorative scroll from Supervisors Don Knabe and Michael D. Antonovich are (from left to right) Chief Deputy Kelly Emling, Assistant Public Defender Winston Peters, Public Defender Ronald L. Brown, Deputy Public Defender Mark Harvis, Division Chief Lita Jacoste, and Assistant Public Defender Laura Green.

Share Your Heart and Your Home

Become a Foster/Adoptive Parent

Kia, age 11, came ready for her photo shoot dressed in a pretty purple party dress with beautiful blooming flowers in the background, the picture of springtime if ever there was one. She had a smile on her face, despite her troubling and sometimes painful past, hoping that this picture could lead her to a forever family of her very own.

Kia always finds a reason to smile despite the many letdowns and disappointments she's had in her short life. She always finds a reason to hope, but her trust of others comes slowly. Kia's greatest joys are centered on animals, which she reports, "never stop loving her." This is a true testament to her desire for unconditional and enduring love. She lights up around animals and hopes to someday work with them in some capacity. Her happiest moments at the photo shoot were spending time with the friendly dog. Playing with the dog truly transformed Kia into the joyful, carefree little girl every 11-year-old should be in life.



Photo by John Arsenault

Kia remains hopeful that she will get adopted and that there is a family out there for her. Her ideal family will have lots of love and of course, maybe an animal or two. Like the flowers blooming in the background of this picture, Kia is ready to blossom with the love only a family can provide. Help Kia find her forever family by considering adopting her or sharing her picture with friends, co-workers, and family and make a difference in Kia's life.

Retirees

Congratulations to the following employees who are joining the ranks of the retired after their many years of service to the County of Los Angeles:

45+ Years

CHILDREN AND FAMILY SERVICES: Geneva O. Johnson

HEALTH SERVICES: Ruby Dorsey

PUBLIC HEALTH: Irine W. Augusta

PUBLIC SOCIAL SERVICES: Shirley Christensen

40+ Years

AUDITOR-CONTROLLER: Karen Shikuma

BOARD OF SUPERVISORS: Karin Unsoeld

CHILDREN AND FAMILY SERVICES: Rex White

CHILD SUPPORT SERVICES: Martha Castro

DISTRICT ATTORNEY: Nelda C. Torres

HEALTH SERVICES: Beatriz Fuller, Robert B. Manuel, Arthur R. Murga

HUMAN RESOURCES: Merrill Meisch

INTERNAL SERVICES: Carlos R. Baumgarten, Alice H. Souter, Joe N. Peer

PROBATION: George Robinson

PUBLIC SOCIAL SERVICES: Peggy A. Green-Hickma, Eleanor C. Johnson, Donna L. Jordan, Charlesetta Lampkins, Evelyn D. Ramirez, Joan B. Reyes, Angela E. Rowe, Robert G. Scott, Elizabeth A. Sexton

REGISTRAR-RECORDER/COUNTY CLERK: Darlin Williams

SHERIFF: Roxanna M. Lindorfer, Booker T. Ray Jr.

SUPERIOR COURT: Alice V. Ayala, Laurella L. Walker

TREASURER AND TAX COLLECTOR: Rosie I. Bautista

35+ Years

ASSESSOR: Joseph A. Chism, Luz M. Gaytan, Sally Lee, Jack T. Mossman, Leonard S. Sklut, Daniel M. Wong

CHIEF EXECUTIVE OFFICE: Valarie Williams-Iron

CHILDREN AND FAMILY SERVICES: Arpi Goekjian-Campbell, Diane Holiday, Sandra J. Smith, Connie R. Weaver

CHILD SUPPORT SERVICES: Sandra Scott, Catherine L. Wright

DISTRICT ATTORNEY: Terriel J. Cagnolatti, Alice H. Ogawa

FIRE: William M. Gallagher, Gerald R. Madrid

HEALTH SERVICES: Michael S. Buchler, Delia E. Vega

INTERNAL SERVICES: Eugene Aragon, Andrew Carmichael, Nedra J. Cooper, Peter L. Lentine, Wade Okamuro, Sarah Perez

LIBRARY: Yvonne M. Barnes

PROBATION: Oscar Beasley, Hank M. Fung, Danny K. Montoya, Bruce Prescott, June M. Raiford

PUBLIC DEFENDER: Estella Valenzuela

PUBLIC HEALTH: Jonathan Saffold, Alfred Thompson Jr., Patricia D. Williams

PUBLIC SOCIAL SERVICES: Joyce L. Aaron, Carol A. Anderson, Mary E. Reyes

PUBLIC WORKS: Deborah C. Boyd, Jeff G. Dotzer

SHERIFF: Jenny L. Bethune, Christina M. Cervantes, Rudy Contreras, Cornelius J. Healy, Pracha Latthitham, Susana M. Savea, Carrie J. Thomas

SUPERIOR COURT: Sally A. Corrado, Alicia J. Galindo, Edwina M. McKee, Pamela J. Patisson, Brenda D. Ray, Zoe D. Venhuizen

TREASURER AND TAX COLLECTOR: Elouise Henderson, Elizabeth Jones

30+ Years

AGRICULTURAL COMMISSIONER/WEIGHTS AND MEASURES: Nelson B. Quintanilla

ASSESSOR: Edith S. Tan

AUDITOR-CONTROLLER: Wendy Watanabe

CHILDREN AND FAMILY SERVICES: Rita Hall, Ruby P. Liang, Duc B. Pham

CHILD SUPPORT SERVICES: Bobbie L. Harvey

COUNTY COUNSEL: Salvador U. Galindo, Stephen R. Morris

FIRE: Fred A. Bland, Susan Cambron, Fred A. Curcio Jr., Stephen M. Davis, Stephen L. Dochterman, Michael D. Leland, Kelly A. Lynn, Mustafa Mia, Kevin K. Phillips

HEALTH SERVICES: Lutful Akhanjee, Paula Alexandre, Donald Crowell, Louis M. Diaz, Evelyn Hernandez, Gilbert G. Ocampo, Haeng Shin, Maria Stopani, Sandra K. Taylor

INTERNAL SERVICES: Richard R. Andrews

MENTAL HEALTH: Imtiaz S. Basrai, Sharon J. Eno, Zellastine Smith

PARKS AND RECREATION: Joseph G. Walsh

PUBLIC DEFENDER: Geneva Broussard, Roger P. Martin, Anthony J. Patti, Sofia Q. Torres

PUBLIC HEALTH: Ziba Atai, Mongdiep Nguyen

PUBLIC SOCIAL SERVICES: Irma Acosta, Mohammad A. Khan, Edna D. Knox, Robert M. Newton, Thuy H. Nguyen, Clara L. Smith

PUBLIC WORKS: Lorraine A. Richman, Joseph Thompson

SHERIFF: Maria D. Alvarado, Richard J. Alvarado, Edmund J. Anderson, Jeffrey Aryan, Stanley L. Ballif, Brent A. Becker, Paul Becker, Kris L. Cleveland, Adriana Covell, Frank D. Dominguez, Michael A. Duran, David L. Elder, Thomas H. Fortier, Edward A. Garcia, Paul M. Hanley, Anthony J. Hawkins, Ruben Hernandez, Armando Hidalgo, Mark Hoo, Jeffrey W. Hunter, Jeffrey A. Lammers, Gregory D. La Val, Robert J. Lawrence, Brett S. Lively, Stephen B. Low, Kevin B. Lowe, Theresa S. Lung, Miguel A. Macedo, Ruby C.

McKoy, Kelley C. Michel, Carmen O. Morales, Phil E. Morris, Ernest C. Munoz, Robert B. Norris, Douglas K. Oki, Ronald B. Offert, William D. Phelton, Paul L. Pietrantoni, Romel Piggue, Anthony A. Pitillo, Bertha A. Rascon, James A. Roche, Steven M. Rojas, William J. Sanders, David A. Smiley, John R. Stilgenbauer, Christian C. Wahla, Angela P. Wilkinson

SUPERIOR COURT: Thomas R. Anderson, Sylvie A. Bland, Maryann R. Hamerski, Dawn J. Mallow

25+ Years

AGRICULTURAL COMMISSIONER/WEIGHTS AND MEASURES: Miguel R. Luna

ASSESSOR: Veronica Morley, Larry J. Patton, David J. Trimmell

CHILDREN AND FAMILY SERVICES: Margarita Collado, Kevin Donnelley, Judy A. Espinoza, Shigenobu Kabashima, Doanthu Tonthat, Melinda M. Rodriguez

CHILD SUPPORT SERVICES: Elizabeth Marufo

COUNTY COUNSEL: Barbara Y. Goul

DISTRICT ATTORNEY: Barbara Turner

FIRE: Jeffrey A. Correll, Rudolph G. Guerrero, Victor M. Rosenthal, Todd R. Silgen, Joseph Westrup, David A. Yonan

HEALTH SERVICES: Jeanne Clarke, Janice M. Green, Rolando C. Lagunda, Jorgina M. Llanto, Michael Tan, Maria A. Villanueva, Aubrey Williams, Corazon Zawrotny

INTERNAL SERVICES: Michael L. Cornelius, Joe E. Hince, Richard T. Yu

LIBRARY: Paula C. Hock, Ruth N. Morse

MENTAL HEALTH: Inocencia D. Nuccio, Jeannette E. Trejo, Teresa T. Yang, Jennifer H. Coleson

PROBATION: Vera Evans, Gil R. Macias, Bradley D. Noreen, Carl W. Patton Jr., Joanne Sellers, Emanuel Washington

PUBLIC DEFENDER: Phyllis Meshack-Bennett

PUBLIC HEALTH: Afra D. Cornejo, Deanna Harris, Ramona Jordon-Durha, Dorene Steiger, David Y. Takehara, Patricia Wiley

PUBLIC SOCIAL SERVICES: Rouben Arakelian, Eve C. Chen, Mei-Mei V. Chu, Gloria Delgado, Otilia H. Guadiana, Elizabeth Guillen, Merlinda G. Lopez, Nancy K. Mahoney, Rosa Miranda, Isabel A. Reyes, Dora Terrones, Rita C. Ybarra

PUBLIC WORKS: Eddie L. Rubio, Peter Udell

REGISTRAR-RECORDER/COUNTY CLERK: Marivic P. Academia-Miyashita

SHERIFF: Ronald S. Anderson, Estrella C. Andres, Patricia G. Biesecker, Tim D. Bryant, John E. Calvillo, Scott A. Craig, Dean W. Currie, Michael S. Estrada, Michael Famble Jr, Elizabeth Guillen, Timothy M. Hayes, George L. Hosac, Ronald S. Kent, Robert B. Knudson, Mark A. Long, Allyn L. Martin, Daren E. Nigsarian, Dolores J. Padilla, Jonathan M. Pezzillo, Norine H. Plett, Stacey E. Port, Franklin P. Rebuyaco, Patricia J. Sotelo, Robert L. Upham, Kerwin Wong,

Michael J. Young

SUPERIOR COURT: Heidi L. Depriest, Angela Dever, James D. Endman, Ellen Y. Gomez, Anthony S. Jones, Pamela Tawney

TREASURER AND TAX COLLECTOR: Rosalind D. Cooper

TSUNAMI

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- If you are in an evacuation advisory area, you should immediately make your way to higher ground. Tsunami Safe Areas may be indicated by signs placed along the roadside at elevations of 90 feet-or-more above sea level. It's recommended to follow these tsunami evacuation route signs to safety.

To learn more about tsunamis and other disaster preparedness tips, go to <http://lacounty.gov> and <http://espfocus.org> to access the L.A. County Emergency Survival Guide tsunami section located on page 83. For information on the L.A. County tsunami history, evacuation route signs policy, inundation zone maps, and other information, access http://lacoa.org/ht_tsunami.htm.

Rideshare L.A. County!

Many feel that electric vehicles (EVs) have a long way to go before they overtake traditional cars. Although more people are buying EVs today, range anxiety prevents many from purchasing.

Range anxiety is the fear that the car's battery will not make the trip or the return trip. However, more EV charging stations are being installed every day and new technology being tested can charge a vehicle in about 15 to 20 minutes compared to the current four hours. But the best part about owning an EV is the savings from not paying for gas and the improvement to the environment. Just plug in at home and your charge is about \$5 a month with current technology (amount may vary).

Take pride and share the ride.



Be on Alert for These Common Scams

Fraudsters constantly develop new scams to steal money from consumers and violate their rights. Education and awareness are the best tools to combat consumer fraud. Consumer Affairs wants to keep you informed of the latest scams. Check our website's Scam Alert page to find out more of the latest tricks. Or, if you hear about a new scam, let us know about it.

Here are a few recent common scams:

ONE-RING SCAM

The scam

Your cell phone rings once. You don't recognize the incoming phone number. But if someone called you, it must be important, right? You return the call. When your phone bill arrives later, you see an unexpected charge of \$20 or more.

The truth

A computer program from outside the United States, usually from a Caribbean country, dials American customers and lets the phone ring once before hanging up. If you call back, you are usually connected to a premium chat service such as a phone sex line. You are then stuck with a \$20 international calling fee, plus an expensive charge for each minute spent connected to the service.

Do not return calls from an unfamiliar foreign phone number. This scam has been around for many years but is booming recently.

DO NOT CALL SCAM

The scam

You might already have your phone number registered with the National Do Not Call Registry. This gives consumers a free way to reduce telemarketing calls. You then receive a call from someone who says they're from the government confirming the information of your participation on the Do Not Call list. They ask you to confirm your name and address or even your Social Security number.

The truth

These are scammers looking for a clever way to steal your personal information and commit identity theft. You will not get a call from the Do Not Call Registry asking for personal information. Simply hang up the phone and never, ever give your information during an unexpected phone call. Sharing your personal information with a scammer could be costly.

FAKE FUNERAL SCAM

The scam

You receive an email message with the subject line "funeral notification." The message appears to be from a legitimate funeral home, offers condolences, and invites you to click on a link for more information about the upcoming "celebration of your friend's life service."

The truth

You click the link, but instead of sending you to the funeral home's website, the link sends you to another site where scammers download malware, or malicious software, to your computer. Malware could be a virus or spyware and can cause your computer to crash or can be used to monitor and control your online activity. Criminals use malware to steal personal information, send spam, and commit fraud.

If you get an email about the supposed death of someone you know, do not click a link. Delete the email and contact your friends or family or the funeral home directly.

To reduce your risk of getting malware and spyware:

- Use and update your security software.
- Don't click on any links or open any attachments in emails unless you know who sent it and what it is.
- Download and install software only from websites you know and trust.
- Use a pop-up blocker and don't click on any links within pop-ups.
- Don't buy software in response to unexpected pop-up messages or emails, especially ads that claim to have scanned your computer and detected malware. That's a common trick.
- Back up your data regularly.

For more consumer information, contact Consumer Affairs at (800) 593-8222 or visit our website at dca.lacounty.gov.

Enriching Lives



of L.A. County's consumers